

Town of Tiverton, Rhode Island

Request for Proposals

Records Management System

INTRODUCTION

The Town of Tiverton (Town) is a municipality seeking Requests for Proposals (RFP) from qualified firms to provide a comprehensive Town Clerk Records Management System (TCRMS). Respondents are requested to include all associated one-time and monthly fees. Data conversion in the current land management system must be included in the proposal. All costs must be identified, such as, but not limited to, implementation, training, maintenance, supplies, subscriptions, support and upgrades. All proposals must comply with the State of Rhode Island requirements.

AGREEMENT TERM

For the period of April 1, 2022 to March 31, 2027, with the option of extending the agreement for an additional five (5) years, at the discretion of the Town.

FUNCTIONALITY

The TCRMS should include information about, but not limited to, the following hardware, software, training and support needs of the Office of the Town Clerk:

1. Ability to access document indexes and images via multiple web browsers
2. Land Evidence indexing, in-house scanning and printing capabilities for letter and legal
3. Map indexing, printing capabilities for 11 x 17 and off-site map scanning
4. Cashiering
5. eRecording
6. Verification and corrections of land evidence indices
7. Vital Records indexing and in-house scanning for marriage and death records only
8. Trade name indexing and in-house scanning
9. Dog registry
10. Liquor, victualing and other business licenses indexing and in-house scanning
11. Probate indexing and in-house scanning
12. Archival services
13. Report print output in hard copy and PDF formats
14. Ability to improve a scanned document image, including removing unsightly or dark marks
15. Reporting as required by the State of Rhode Island
16. Comprehensive search system including wildcard search with limited information
17. Subscription based online land evidence records look-up
18. Auditing
19. Redaction

NUMBER OF WORKSTATIONS AND USERS

The proposal must provide licensing and hardware to accomplish the following in a Microsoft Windows environment:

1. Six (6) desktop computers and peripherals to support Town's staff, including four (4) desktops with indexing capability
2. Two (2) public workstations for client walk-ins with printing capability
3. Printer/s with duplex, letter, legal-size and 11x17 printing capabilities
4. Concurrent licenses for six to eight (6-8) simultaneous users
5. Licensing to support off premise access to the database

INFRASTRUCTURE REQUIREMENTS

On premise solution

- Indicate server requirement for the solution and the required configuration
- Indicate backup, Business Continuity and Disaster Recovery Plans
- Indicate firewall, desktop and network requirements, including diagram

MAINTENANCE & SUPPORT

The firm shall be responsible for the following:

1. All hardware maintenance
2. Continual administration, updates, cleansing and rebuild responsibility of anti-virus solution
3. DBMS administration
4. Security administration
5. Software loading and support of the initial installation throughout the project
6. Continued software and hardware maintenance and support
7. Toll free telephone and email or online portal support
8. Unlimited training of Town's staff
9. Online and up to date user manuals and knowledge base
10. Contextual help within the software
11. Year to date and consolidated index prints
12. Off-site data storage
13. Periodic user group meetings

The firm will provide database management, document indexing, technical support, data archiving, disaster preparedness services, shipping and transmittal services, internet capability, web based public inquiry capacity, importing of existing data and images, supplies and contact services and support. Also, the firm will provide the annual cost, including ongoing support, maintenance and fees.

INTERESTED FIRMS SHALL SUBMIT THE FOLLOWING:

1. Name of firm.
2. Address of principal place of business and all partners or firm's offices and corresponding telephone and fax numbers. Please note specifically which partners will be assigned to work with the Town.
3. Experience related to proposal specifications
4. Examples of your record of success with other Towns.
5. The firm's ability to provide the services in a timely fashion (including staffing, familiarity and location of key staffing).
6. Any other information which the firm deems relevant.
7. Applicable options/service plans that may be available.

SELECTION CRITERIA

The selection criteria used in awarding a contract or agreement for professional services as described herein shall include, but not limited to:

1. Demonstrated ability to provide services as defined in the RFP document.
2. Ability to perform all tasks in a timely fashion, including data conversion and staff training.

The evaluation team, comprised of management and staff, will review the merits of the proposals based 70% on functionality and 30% on costs.

The Town reserves the right to reject any and/or all submissions and reserves the right to award the contract or agreement based upon the merits of the proposal in accordance with the specifications and selection criteria herein.

The Town is an equal opportunity provider and employer

Submission Requirements

RFP must be received no later than 1:00 p.m. on September 17, 2021.

Please submit one original and two (2) copies of the RFP in a sealed envelope delivered to:

**Town of Tiverton
Town Clerk's Office - TCRMS
343 Highland Road
Tiverton, Rhode Island 02878**

Sealed proposals received by the Town Clerk will be publicly opened and read aloud on 1:00 p.m. on September 17, 2021, in the Council Chambers, Tiverton Town Hall.